



November 15
2012

This manual outlines the step-by-step installation of the Note II Phone, and Retail Mode APP Download for existing Samsung Devices on display.

Note II Wind & Mobilicity Installation Manual

Technical Assistance
1.855.441.6965

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BEFORE INSTALLATION & PROTOCOL

BEFORE INSTALLATION

1. Confirm install date 1 – 2 days in advance
2. Obtain Manager's name and number for day of installation

PROTOCOL

3. Arrive to store on time and be polite and professional with store employees and customers
4. Wear clean HOLMAN shirt and pants
5. Foul language and unprofessional conduct will not be tolerated
6. Damage to devices, graphics or displays must be reported to HOLMAN immediately. HOLMAN is not responsible for any damages that occur on-site. Any costs incurred to repair or replace properties will be charged to installer.

PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED BEFORE LEAVING JOB SITE

****FAILURE TO COMPLY WITH THE ABOVE WILL RESULT IN NON-PAYMENT****

CONTENTS & REQUIRED SUPPLIES

EXISTING CONTENTS

1. 2 GSIII Phones with HOLMAN brackets
2. 2 GSIII Adapters & Power Cables
3. Acrylic Sign (Dispose of once completed)



NEW CONTENTS*

1. Galaxy Note II
 - a. Security bracket
 - b. S-PEN with Security Wire
2. Note II Graphic Tag
3. Acrylic S-Pen Cradle
4. S-Pen Security Wire Install Box
5. Acrylic Sign
6. HOLMAN Business Cards
7. Return Envelope
8. UPS Label
9. TOOLS:
 - a. Tri-wing Security Key
 - b. Tamper Proof Bit
 - c. Micro Phillips Screwdriver
 - d. Alcohol Cleaning Pads

***HOLMAN to provide**

REQUIRED SUPPLIES*

1. Standard Tool Kit
2. Cleaning cloth
3. Bottle of Cleaner

***Installer to bring on-site**



UPON ARRIVAL TO STORE

1. Ask an available sales associate to speak with the Manager
2. Introduce yourself to Manager and explain why you are there and provide them with Holman Business Card
3. Ask Manager for Vanguard Security Wrench

TEST WIFI ACCESS (Instructions on following page)

4. WiFi accessibility must be tested upon arrival
5. Test WiFi on one of the GSIII Phones on display as per instructions
6. If code does not work notify Manager immediately and compare above codes provided

Without online access installation CANNOT be completed.

IF UNABLE TO CONNECT TO WIFI PLEASE CALL

TECHNICAL ASSISTANCE: 1.855.441.6965

TESTING WIFI ON GSIII PHONE

1. Turn on GSIII with button located on right side of the phone
2. To set up the Galaxy SIII network connection swipe the top screen downwards



3. Click the "gear" icon to enter settings
4. Select the local WiFi



5. From the list of Wi-Fi networks, select the applicable one, based on the store you are installing in:

WirelessWave : "rfgww"

Tbooth Wireless: "rfgtb"

Wireless: "rfgwe"

FutureShop: "futureshop"

Best Buy: "bestbuy"



6. Enter the applicable password then click "Connect".

WW, TBooth & WETC Password: "\$smartphone"

Future Shop Password: "Future5h0P2012"

Best Buy Password: "B35tBuy2012"



7. Once successfully connect, "Connected" will appear under the SSID



RETAIL MODE APP OVERVIEW

Samsung's 'Retail Mode' application is the first of its kind, giving both consumers and sales reps a truly unique retail experience. Customers will be guided through a looping video to view top features and experiences of the Samsung Galaxy Note II.

The Samsung "Retail Mode" key solutions:

1. Optimize settings on the device
2. Prevent shoppers from altering the experience
3. Media content, apps, and critical settings will be protected. If a shopper takes pictures with the camera, removes pre-set media, or even adds a screen lock pattern on the phone, all of the alterations will be restored to the predetermined defaults just two minutes after the shopper walks away.

Important Note: Estimated download time is 30 minutes per device

****MUST BE CONNECTED TO WIFI TO DOWNLOAD & TEST APP****

GOOGLE ACCOUNT SET-UP (FOR APP DOWNLOAD)

GOOGLE ACCOUNT SET-UP:

1. Once connected
Select Access Point (AP must be OPEN)
2. Next: Samsung Account = SKIP
3. Google Account = YES
4. Enter Email and Password (Reference Google Account List)
5. Sign-in
6. Next > Continue
7. Accept
8. Done
9. Join Google+ = NOT NOW
10. Set-up Credit Card = NOT NOW
11. Next
12. Drop Box = No Thanks

DOWNLOAD “RETAIL MODE CANADA” FROM PLAY STORE

1. From home screen, tap the [“Play Store”](#) icon
2. Search the market and select [“Galaxy Note II Retail Mode Canada”](#)
3. On the APP detail page, select the [“Download”](#) button
4. On the Permissions page, select [“Accept & Download”](#)
5. Download using WiFi, select [“Proceed”](#)
6. Once installation is complete, select the [“Open”](#) button
7. Check Box: [Allow Automatic Updates](#)
8. When prompted to accept a list of activation permissions, select [“Activate”](#)
9. Once complete, you will be prompted to enter in a password:
 - a. **English Password: 4555**
 - b. **French Password: 6555**
10. Select the [“Confirm”](#) button in the bottom right
11. Confirmation page will appear:

This will indicate that you have completed the download and installation of the Retail Mode APP. The Retail Mode APP will now begin placing media files in gallery, altering settings on phone, and installing two applications
12. The [“On Device Demo”](#) APP is one of the apps to be installed
13. Screen will automatically appear and indicate that it is “Loading Demo Content”
14. The status bar will indicate how far along the download is
****Be sure to turn off WiFi to use Mobile connection****
15. After all of the content is loaded, the [“On Device Demo”](#) application will begin running automatically
16. When application prompts, choose either [“English”](#) or [“French”](#)
17. Return to the home screen and select [“Play Store”](#) icon
18. Tap the soft menu key (bottom left corner by the home button), select [“Settings”](#)
19. Check the [Auto Updates App](#) box
20. Return to home screen and demo will begin to play automatically

DEACTIVATING SECURITY ALARM/OPENING UNIT

1. Ask Store Manager for security key pass



2. Find the security sensor under front ledge of display and swipe card over to deactivate alarm
3. Keep security pass with you as sensor may continue to be activated during installation (DO NOT UNPLUG SECURITY SYSTEM)



4. Peel velcroed panels off of both sides of display unit as shown



5. Side of unit with wiring is now exposed and accessible



6. Unscrew 2 screws at top inside of unit on both sides in order to access wires (to lift top display up)



REPLACING ACRYLIC SIGN

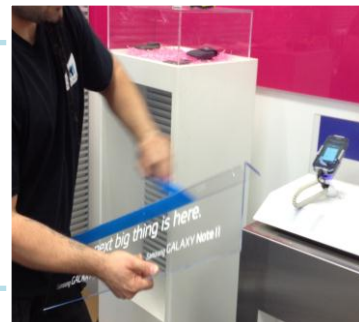
1. Slide top white display unit back to expose screws securing acrylic sign



2. Remove acrylic sign using Robertson Bit #1 to unscrew 3 screws



3. Peel protective covering on new acrylic sign



4. Secure new acrylic sign with same screws



5. Lift top white display unit up to expose wiring as shown



INSTALLING & SECURING S-PEN SECURITY WIRE

1. Feed S-Pen security wire through opening in right post (for Note II)



2. Feed wire through until coiled part of wire is at mouth of post so excess is hidden



3. Secure loop at end of security wire around screw at center back of inside top as shown



4. Use cable tie provided to attach S-Pen Security wire to Scorpion device security wire as shown



5. Replace top of display and all 4 screws securing top
6. Replace both side panels with velcro as you will not require anymore access to wiring



UNINSTALLING GSIII PHONE

1. Uninstall White GSIII on right post



2. Using security allen key loosen disc sensor (top screws only – not side screw)



3. Unscrew security screws to remove brackets



4. Unplug coupler from disc sensor and phone

5. Remove disc sensor by peeling velcro attachment off of phone



6. Leave middle bracket on disc sensor (as this bracket will be reused)

7. Peel velcro adhesive off of phone and replace on disc sensor to be reused for Note II

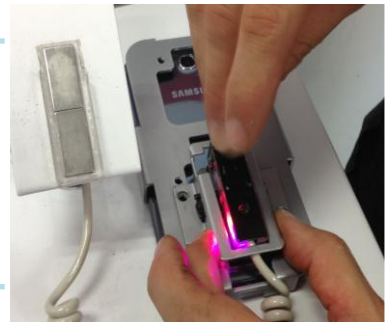


INSTALLING GALAXY NOTE II

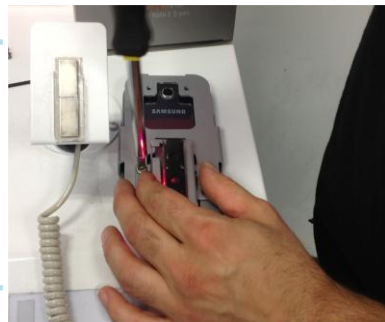
1. Take S-Pen out of Note II and remove protective covering
2. Place Note II in security bracket



3. Stick disc sensor with center bracket on Note II in allotted opening



4. Secure all brackets with security screws



5. Connect coupler from disc sensor to Note II



6. Place secured Note II on post with S-Pen security wire attached



INSTALLING NOTE II ACCESSORIES/GRAPHICS

1. Hold S-Pen and put it into the security holder and pull security holder up to the head of S-Pen



2. Plug the lid (upper part) into the holder covering head of S-Pen to secure security wire to S-PEN



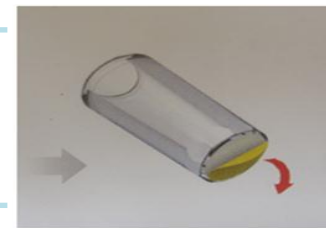
3. Move Note II S-PEN to left side of phone



4. Peel protective cover off of 2-way on Note II graphic
5. Stick graphic on right side of phone under security bracket (DO NOT STICK UNDER PHONE)

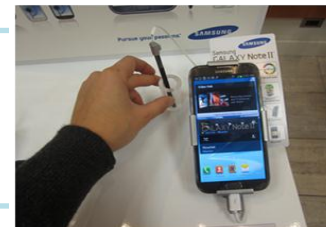


6. Next, take S-PEN Acrylic Holder and peel protective cover on adhesive



7. Place at top left corner of Note II and press firmly to mount to display

8. Place S-PEN in Acrylic holder



9. Add POP Shelft Graphic in center of phones between GS III and NOTE II

10. Ask Manager/Associate to add price cards



CLEANING & FINAL INSTRUCTIONS

Cleaning Instructions

1. Make sure all protective plastic has been removed from contents and devices
2. Gently wipe down any dirt, dust, and fingerprints on contents and devices (Cleaning products?)

PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED WITH NO BOXES OR PLASTIC LAYING AROUND BEFORE LEAVING JOB SITE AS HOLMAN WILL BE NOTIFIED IF THIS IS NOT THE CASE

Final Instructions

1. **Voluntary Bag Check:** All installers must notify Store Manager upon leaving and present/open their tool bags voluntarily for a bag check.
2. **Complete Sign-Off Sheet** with Manager's signature
3. **Take a 2-3 Photos** of the completed installation from different angles (1 Full Shot & 1 Close up)
4. Take a photo of signed Sign-Off Sheet
5. Email all photos including photo of Sign-Off sheet to: note2@holmanexhibits.com
6. Report completion of installation. Provide HOLMAN business card if you did not already do so.

CHECKLIST

CHECKLIST:

- ☐ Ask Manager for security pass
- ☐ Test WiFi Connection on GS III Phone
- ☐ Download 'Retail Mode' APP on 1 GSIII Phone
- ☐ Replace existing acrylic sign with new acrylic sign
- ☐ Assemble S-Pen Security Wire and feed wire below surface of display
- ☐ Replace Galaxy GSIII (on right post) with Galaxy Note II
- ☐ Install S-PEN, device graphic, S-PEN cradle and center shelf graphic
- ☐ Test Galaxy Note II in 'Retail Mode'
- ☐ Confirm accessories below are Samsung OEM
- ☐ Place Technical Assistance sticker on back of display
- ☐ Dispose of acrylic sign
- ☐ Ask Store Manager if GSIII is to stay in store inventory and have them sign-off or place old GSIII in Return Envelope supplied and add UPS sticker (with store address) to mail at UPS store drop box or return to HOLMAN
- ☐ Record IMEI # from Galaxy Note II on Sign-Off Sheet and complete Sign-Off sheet (Ask Manager if they would like a copy for their reference)
- ☐ Send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to:
note2@holmanexhibits.com

SIGN-OFF SHEET

HOLMAN,

As per the installation requirements of our store, I have examined the display unit and it has been installed properly and the devices are in working order.

Store #: _____ **Address:** _____

Galaxy Note II IMEI #
(Found on side of box)

Installation Notes/Issues: _____

Retail Mode App Download: _____ **Complete** _____ **Incomplete** _____

Circle which GSIII Phone/s on display did not finish downloading: _____

_____ **Left GSIII**

Notes: _____

Store Manager Name: _____

Signature: _____ **Date:** _____

****Please be sure to send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to: note2@holmanexhibits.com****